

# Local Agency EBT Troubleshooting Contact List

9/30/04

	Issue	Contact
1	<b>CARES problems/questions</b>	BHCE CARES Call Center Phone: (608)261-6378 E-mail: <a href="mailto:carpolcc@dhfs.state.wi.us">carpolcc@dhfs.state.wi.us</a> FAX: (608)266-8358 Don't refer clients to the Call Center.
2	<p><b>J.P.Morgan screens cannot be accessed:</b></p> <p>a) Check to see if you can get into CARES. Can you access the main selection (common login) screen? If yes, you do not have a <u>mainframe connectivity</u> problem.</p> <p>b) If the screen is blank, you have a <u>connectivity</u> problem. If no one in your office can access the main selection screen, there is a general <u>mainframe connectivity</u> problem.</p> <p>c) If you cannot access the J.P. Morgan screens because you enter EBTP on the main selection screen and receive an error message other than "UNSUPPORTED FUNCTION OR KEY", assume it is an <u>EBT connectivity</u> problem. Write down the error message. Find out if other staff can access the CSI screens.</p> <p>d) For " UNSUPPORTED FUNCTION OR KEY" message, use the Pause key to clear the screen, type REFRESH, press Enter, and carefully key EBTP. Press Enter.</p> <p>e) If you entered EBTP on the main selection screen, then entered your logon ID and password and received an error message, you may have a <u>hardware</u> problem or a <u>security</u> problem (password or user ID).</p>	<p>For <u>mainframe connectivity</u> problems, consult your local network administrator. If the local administrator cannot fix the problem, the administrator should contact the DWD Service Desk at (608) 266-7252.</p> <p>If you have a <u>connectivity problem</u> but others in your office can access this screen, make sure your software is configured correctly and your cable connections are tight; your local computer helpdesk can assist you.</p> <p>For <u>EBT connectivity</u> problems, call the DWD Service Desk at (608) 266-7252.</p> <p>Identify yourself as a state or county employee and indicate that the problem is EBT related. Provide a phone number where you can be contacted and describe what you are seeing. If other staff have the same problem, provide this information to the DWD Service Desk.</p> <p>For <u>security</u> problems, contact the Security Help Desk: Phone: (608)261-6827 FAX: (608) 267-0484</p> <p>For <u>hardware</u> problems, contact the DWD Service Desk at (608) 266-7252.</p>
3	<b>Can access J.P. Morgan system but the Special Function (SF) keys do not display</b>	Contact the technical support person in your agency. If this person cannot help or your agency does not have a technical support person, contact the DWD Service Desk at (608) 266-7252. Identify yourself as an EBT customer and state that you are having a connectivity problem with the EBT system.

# Local Agency EBT Troubleshooting Contact List

9/30/04

4	<b>CAPS password resets</b>	J.P. Morgan Customer Service 1 (877) 415-5164. When you hear the initial "welcome" greeting, press the star key. Enter the password 1428426 followed by the pound (#) sign. When prompted, press 1 for problems with the PIN selection device. You will be transferred to a customer service representative. Identify your state and county/tribe and tell them you have a CAPS security problem. Ask for a supervisor if the representative is not assisting you.
5	<b>CAPS questions regarding use, maintenance, troubleshooting, or replacement of the CAPS terminal</b>	J.P. Morgan Customer Service 1 (877) 415-5164. When you hear the initial "welcome" greeting, press the star key. Enter the password 1428426 followed by the pound (#) sign. When prompted, press 1 for problems with the PIN selection device. You will be transferred to a customer service representative. Identify your state and county/tribe and tell them you have a problem with the CAPS device. Ask for a supervisor if the representative is not assisting you.
6	<b>J.P. Morgan screens: How to find information, questions on the content:</b> First resource FS Handbook <a href="#">7.2.1</a>	BHCE CARES Call Center Phone: (608)261-6378 E-mail: <a href="mailto:carpolcc@dhfs.state.wi.us">carpolcc@dhfs.state.wi.us</a> Fax: (608)266-8358 Don't refer clients to the Call Center.
7	<b>J.P.Morgan EFS Customer Access: Speedier access for local agency food stamp workers and EBT staff</b>	J.P.Morgan Customer Service 1 (877) 415-5164. When you hear the initial "welcome" greeting, press the star key. Enter the password 1428426 followed by the pound (#) sign. When prompted, press 2 for problems that are not related to CAPS trouble shooting or password reset. You will be transferred to a customer service representative. Identify your state and county/tribe.
8	<b>J.P. Morgan EFS Customer Service: complaints regarding unsatisfactory service</b>  Caution: Customer service cannot respond if an EBT benefit has never been issued for a case and therefore an account has not been set up on the J.P. Morgan system. They do not have access to the pending (demographic, benefit or card) screens.	The EBT Coordinator should contact: Judy Woelfel Phone: (608)266-3747 E-mail: <a href="mailto:woelfja@dhfs.state.wi.us">woelfja@dhfs.state.wi.us</a> Fax: (608)267-2269 Or Tim Burnett Phone: (608)267-4573 E-mail: <a href="mailto:burnetf@dhfs.state.wi.us">burnetf@dhfs.state.wi.us</a> FAX: (608)267-2269  Provide information such as client name, CARES case #, card number (PAN), date, time, customer service representative (if known) and issue.

## Local Agency EBT Troubleshooting Contact List

9/30/04

9	<b>Disputes regarding EBT transactions:</b> a) The client disputes an EBT transaction	The client must contact J.P.Morgan Customer Service at 1 (877) 415-5164 if there is a problem with an EBT transaction. Refer to <a href="#">FS Handbook Appendix Chapter 24.02.17.02</a> . The EBT coordinator should report unusual problems to:  Judy Woelfel Phone: (608)266-3747 E-mail: <a href="mailto:woelfja@dhfs.state.wi.us">woelfja@dhfs.state.wi.us</a> Fax: (608)267-2269 or Tim Burnett Phone: (608)267-4573 E-mail: <a href="mailto:burnetf@dhfs.state.wi.us">burnetf@dhfs.state.wi.us</a> FAX: (608)267-2269  Identify the client name, CARES case #, card number, retailer name and address, transactions, amounts, dates and times.  EBT-only retailers should contact J.P. Morgan Retailer Customer Service at 1-800-230-0179. Retailers with a third party processor (TPP) should contact their processor.
10	<b>EBT Transaction history</b> (information older than the past 90 days)	Judy Woelfel Phone: (608)266-3747 E-mail: <a href="mailto:woelfja@dhfs.state.wi.us">woelfja@dhfs.state.wi.us</a> Fax: (608)267-2269 or Tim Burnett Phone: (608)267-4573 E-mail: <a href="mailto:burnetf@dhfs.state.wi.us">burnetf@dhfs.state.wi.us</a> FAX: (608)267-2269
11	<b>Food Stamp policy and benefit issuance (EBT)</b>	BHCE CARES Call Center Phone: (608)261-6378 E-mail: <a href="mailto:carpolcc@dhfs.state.wi.us">carpolcc@dhfs.state.wi.us</a> FAX: (608)266-8358 Don't refer clients to the Call Center.
12	<b>Retailer issues:</b> a) Retailer questions about participation in the Food Stamp program as an authorized retailer.  b) Client complaint about authorized retailers not accepting food stamp coupons.	Madison USDA/FNS field office Phone: (608) 662-3361. To obtain an application for authorization, call 1-877-823-4369  Madison USDA/FNS field office Phone: (608) 662-3361.

# Local Agency EBT Troubleshooting Contact List

9/30/04

	<p>c) Retailer complaint that bank does not accept food stamp coupons</p> <p>d) Complaints about discrimination or unequal treatment of food stamp recipients by a retailer.</p> <p>e) Other complaints regarding a retailer's EBT operation. (Refer to Disputes section for contacts when there is an EBT transaction issue.)</p> <p>f) Retailer questions regarding the Wisconsin EBT program</p> <p>g) Equipment and payment issues for EBT-only retailers</p> <p>h) Manual Sales Draft Authorizations</p>	<p>Madison USDA/FNS field office Phone: (608) 662-3361.</p> <p>Mike Skaer, Officer in Charge Madison USDA/FNS Field Office Phone: (608) 662-3361, ext. 22 Email: <a href="mailto:michael.skaer@fns.usda.gov">michael.skaer@fns.usda.gov</a></p> <p>The EBT coordinator should contact: Judy Woelfel Phone: (608)266-3747 E-mail: <a href="mailto:woelfja@dhfs.state.wi.us">woelfja@dhfs.state.wi.us</a> Fax: (608)267-2269 or Tim Burnett Phone: (608)267-4573 E-mail: <a href="mailto:burnetf@dhfs.state.wi.us">burnetf@dhfs.state.wi.us</a> FAX: (608)267-2269</p> <p>J.P. Morgan Field Services Support Office Phone: 1-800-350-8533</p> <p>J.P. Morgan Retailer Help Desk 1 (800) 230-0179</p> <p>J.P. Morgan Retailer Customer Service 1 (877) 415-5166</p>
13	<p><b>Wisconsin Quest Cards: inventory, security, ordering vault cards</b></p>	<p>Tim Burnett Phone: (608)267-4573 E-mail: <a href="mailto:burnetf@dhfs.state.wi.us">burnetf@dhfs.state.wi.us</a> FAX: (608)267-2269</p>